

Service delivery co-ordinator

Role brief

Directorate	Jisc technologies
Base location	Harwell
Grade	E
Job level	12
Job family	Technical infrastructure
Date	December 2016
Reports to	Service delivery manager
Responsible for	For the successful provision of Janet connections

1. Background

Jisc is the UK higher, further education and skills sectors' not-for-profit organisation for digital services and solutions.

We:

- Operate **shared digital infrastructure and services**
- Negotiate **sector-wide deals** with IT vendors and commercial publishers, and
- Provide trusted **advice and practical assistance** for universities, colleges and learning providers.

This service delivery co-ordinator works in the network operations division, within the service delivery team, part of the connections management group. The post-holder will report to the service delivery manager.

2. Purpose and scope

The main function of the post is to handle orders from existing customers and new customers requiring Janet connections and work with circuit suppliers and internal groups to ensure that the installation is completed on time and within budget. The post-holder will also be required to handle customer and supplier contracts.

3. Key accountabilities and role outputs

Responsibilities will be expected to be developed and finalised over time and will include but will not be restricted to:

- Maintain communication with the customer and supplier throughout the order and installation process to ensure they are fully informed of the progress of the connection
- Issue customer contracts in a timely manner to meet defined targets and provide advice about completion of paperwork, if required
- Ensure that the circuit supplier is provided with all relevant details at the order stage and that contracts are issued in a timely manner
- Liaise with colleagues in the network operations centre at key points in the process to ensure there are no delays in making connections available for customer use
- Invoke the supplier escalation process at the appropriate point to maintain pressure on suppliers to deliver on time

- Maintain accurate timely and detailed records including input to the central database facility
- Process requests to cancel circuits arising from the installation of new connections
- Attend service review meetings with circuit suppliers
- Track ongoing customer connections and report progress at group meetings, producing timelines as required
- Resolve queries raised by finance relating to supplier bills and customer invoices
- Maintain quality documents as required, identifying where processes may need to be reviewed

4. Skills, knowledge and experience

	Essential
Qualifications	<ul style="list-style-type: none"> • Must have a good general standard of education
Experience	<ul style="list-style-type: none"> • Proven experience of working in a service environment
Knowledge	<ul style="list-style-type: none"> • Knowledge of Office-based IT systems
Skills	<ul style="list-style-type: none"> • Good written and verbal communication skills • Good telephone manner • Ability to translate and communicate technical information so that it can be clearly understood by customers and colleagues • Well organised with a methodical approach to work • Ability to prioritise workload in order to meet targets • Able to analyse information and anticipate problems • Self-motivated with the ability to adapt to changing priorities • Proven experience of working within a team but with the ability to work independently

5. Key contacts

- Quote coordinators
- Network engineers
- Contract management team
- Telecom suppliers

Important additional information

The service delivery manager will discuss all elements of the role brief with the appointee on appointment and again after six months, recognising that some elements may need changing.

The above is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post-holder may have.